



POSITION TITLE: **Program & Enrollment Coordinator**
REPORTS TO: **Program & Operations Manager**
STATUS: **Part-time (20 hours per week, afternoons/evenings required)**

GENERAL

Hyde Park Neighborhood Club was founded in 1909 in response to the needs of local youth. In the century since then, HPNC has grown and evolved. Our mission is to bring people together to strengthen the health, vitality, and sustainability of our diverse local community through programs and partnerships, with a particular focus on child and youth development. We value social and racial justice, environmental stewardship, inclusion, and excellence.

JOB SUMMARY

Under the direct supervision of the Program & Operations Manager, the Program & Enrollment Coordinator will support program operations and enrollment. S/he will become the in-house expert on HPNC's program enrollment software and will assist families with registration, accounts management, and payment processing. S/he will be stationed at the front desk and will answer emails, phone inquiries, and program questions, and will handle basic reception duties. Good customer service, excellent written and verbal communication, and strong organization required.

PERFORMANCE DIMENSIONS AND TASKS:

1. Family Account & Enrollment Support

- Provide in-person, email, and phone support to families needing personal assistance with the online registration and account updates.
- Follow-up with families whose accounts are past due to establish payment.
- Understand and implement the technical aspects of HPNC's refund policy and obtain supervisor's written approval before refunds are processed.
- Maintain an enrollment information & procedure manual (located at the front desk) for families and staff to reference at times when Program & Enrollment Coordinator is not available.
- Maintain parent computer area and assist parents to use it appropriately.
- Orient newcomers, lead tours, refer questions to other HPNC staff as appropriate.

2. Monitoring & Reporting

- Monitor accounts and ensure that registrations and payments are current.
- Monitor, coordinate, report on, and work with families to ensure timely submission of forms and documents for sliding-scale applications and Illinois Action for Children compliance.
- Prepare weekly payment or fee adjustment reports to accountant as needed.
- Monitor program enrollment levels and provide weekly reports to supervisor and front desk team to show which programs have low enrollment, which programs are fully subscribed, and which programs have waitlists.
- Monitor and restock program supplies, including first aid kits on a weekly basis, to ensure that they are well stocked at all times.
- Monitor volunteer applications daily and forward to appropriate manager or director.
- Monitor info@hpncclub.org email daily and reply or forward to appropriate manager or director.

3. Communications

- Maintain enrollment lists for front desk staff and instructors to use for check-in and attendance tracking.
- Establish up-to-date e-mail lists and systems for regular and efficient communications with enrolled families.



- Establish and implement program registration master calendar.
- Identify locations within the community where HPNC program fliers and P.R. materials should be distributed and assist to set up a distribution calendar.
- Prepare fliers and P.R./ Marketing materials for local schools and special P.R. opportunities.
- Register for and attend tabling events at local schools and community events to promote programs.
- Keep front desk team fully informed of all program and pricing changes and ensure that fliers at front desk and bulletin boards are up-to-date.

4. Front Desk & Reception

- Answer phones, emails, and in-person questions.
- Check-in visitors at the front door to ensure they are registered for the correct program and current with their account.
- Complete all check-in protocols, including temperature check, sign-in, etc.
- Assist managers and directors with occasional projects, such as letter mailings, reference checking, and report preparation.
- Assist at special events as needed, including but not limited to the annual gala.

Job Qualifications

- Some college required
- 2-3 years of experience working in a customer service or office environment
- Knowledge of schools and key child-serving agencies in Hyde Park and surrounding communities
- Functional knowledge of MS Office Suite (Excel, Word, and PowerPoint) and Google Suite.

Personal Characteristics

- Strong organization and prompt follow-through
- Ability to coordinate multiple tasks and deadlines
- Excellent verbal and written communication skills
- Works well as a member of a team and independently
- Warm and welcoming demeanor/attitude toward clientele of all ages

